



Activity Highlights

FY 2006 – 2007

The California Office of Privacy Protection implemented a train-the-trainers strategy to extend the reach of its educational programs on privacy laws and practices. Training in assisting identity theft victims was provided to community-based organizations, and training in delivering basic privacy awareness training for state employees was provided to state Information Security Officers and Training Officers. In addition, a Law Enforcement Manual on Identity Theft Investigation and Prosecution was developed to serve as a textbook for law enforcement training classes.

EDUCATION AND INFORMATION

Consumer Education Materials

- CIS 12 How to Protect Your Computer from Viruses, Hackers and Spies (10/06)
- CIS 3B When Your Child's Identity Is Stolen (11/06)
- Updated CIS 5 Leave Me Alone: How to Slow the Flow of Unwanted Communications (4/07)
- Updated informational materials to assist public officials in exercising their online privacy rights, including new provisions (AB 2005 of 2006), mailed to officials and appropriate organizations, and posted on Web site.

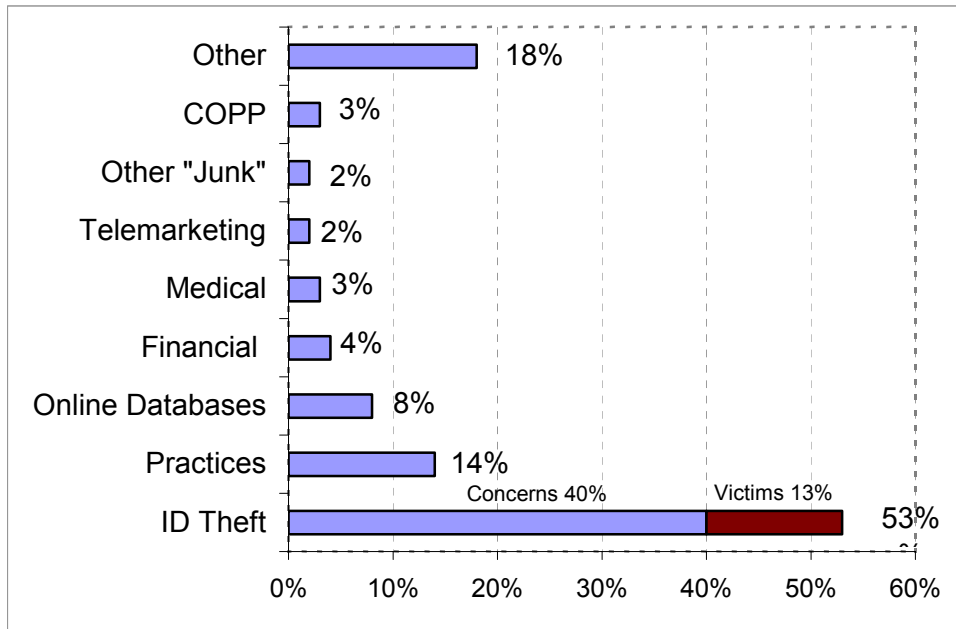
Law Enforcement Manual on Identity Theft

- With assistance of steering committee of prosecutors and law enforcement officers from High Tech Crimes Task Force, compiled and edited *Identity Theft Reference Manual for California Law Enforcement*. Distributed over 5,300 copies on CD-ROM to 467 law enforcement agencies. Also posted on restricted-access Web sites of the California District Attorneys Association and the Commission on Peace Officers Standards and Training.

	<p>Workshops and Seminars</p> <ul style="list-style-type: none"> ▪ 72 for consumer and community groups, including: <ul style="list-style-type: none"> • 18 identity theft victim assistance workshops for community-based organizations. • 10 legislator town hall meetings on identity theft ▪ 69 for business, government and professional groups, including: <ul style="list-style-type: none"> • 5 seminars on privacy laws and practices for higher education IT and information security staff. • 4 presentations on privacy laws and practices for internal auditors. <p><i>Protecting Privacy Online: A California Identity Theft Summit</i></p> <ul style="list-style-type: none"> ▪ Developed program and recruited speakers for South San Francisco event on April 11, 2007, presented by California Office of Privacy Protection and Department of Consumer Affairs. Attended by over 400 people, the Summit featured two public policy panels and nine workshops for consumers, parents, business, government, law enforcement, prosecutors, higher education, and notaries.
GOVERNMENT PRIVACY TRAINING & AWARENESS	<ul style="list-style-type: none"> ▪ Mounted new State Government Web page, containing training materials, best practice recommendations, and other privacy resources for State agencies. ▪ Developed “Protecting Privacy in State Government,” a training program for State agencies to use in fulfillment of new requirement for annual privacy training of all employees. <ul style="list-style-type: none"> • PowerPoint presentation with speaker’s notes for classroom training • Self-training manual with guidelines for use ▪ In collaboration with State Information Security Office, provided training on delivering the employee training to departmental Information Security Officers and Training Officers. <ul style="list-style-type: none"> • Provided privacy training to 2,000 Department of Consumer Affairs employees.

PUBLIC POLICY DEVELOPMENT	<ul style="list-style-type: none"> ▪ REAL ID Act: As member of Steering Committee, co-chair of Privacy and Security Work Group, COPP Chief contributed to state review and comment on privacy impact of draft rule proposed by U.S. Department of Homeland Security. ▪ Health Information Exchange: As member of Steering Committee on California Health Information Security and Privacy Collaboration, COPP Chief contributed to reports on privacy impacts and solutions related to electronic health records. ▪ Homeland Security: As member of U.S. Department of Homeland Security's Data Privacy and Integrity Advisory Committee, COPP Chief contributed to recommendations on privacy impact of DHS programs, including guidelines for RFID used for human identification and government use of commercial data. ▪ High Technology Crime: As member of Advisory Committee on High Technology Crime, COPP Chief worked with regional task forces on identity theft and related issues.
CONSUMER ASSISTANCE	<p>Calls and e-mails</p> <ul style="list-style-type: none"> ▪ Responded to 4,777 calls, e-mails, and letters. ▪ 92% from consumers, 4% from businesses, 4% from government. <p>Security breach assistance</p> <ul style="list-style-type: none"> ▪ Responded to 380 calls and e-mails (included in total above) from recipients of breach notices and organizations preparing to notify. Provided individuals with information on steps to take. Provided businesses and agencies with assistance in responding to breaches.

Calls and E-Mail to Office of Privacy Protection 7/06-6/07



ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.